Tokio Marine Kiln

Empowered Expertise

www.tokiomarinekiln.com
Kiln and Tokio Marine Europe have joined forces as Tokio Marine Kiln – a leading provider of specialist and corporate insurance within the Lloyd’s and Company markets.

Kiln was founded in 1962 by Bob Kiln, a renowned reinsurance practitioner and entrepreneur who was recognised as much for his strong ethics as his contribution to the global reinsurance industry. The eponymous business he founded went on to become one of the largest managing agents in the specialist Lloyd’s insurance market, with four syndicates under its management and a gross written premium of £1.4bn in 2013.

Turning the clock back further, Tokio Marine Europe was founded in 1880 – a year after the Tokio Marine Group was established and had set its sights on international expansion. Today, the business has a strong network of offices and agency representation across Europe writing Japanese and local commercial risks, with a product portfolio comprising property, marine cargo, liability, personal accident and travel insurance. It reported a gross written premium of £266m in 2013.

As sister subsidiary companies within the Tokio Marine Group, both Kiln and Tokio Marine Europe have shared a determination to do business the right way. From supporting our clients through some of the world’s worst disasters to helping them find solutions that tackle emerging threats, we have stood strong in the face of significant challenge. We have been there when the unpredictable has happened – and have always kept our promises.

Moving forward as one company and one brand, Tokio Marine Kiln combines the strengths of two of the strongest, longest-standing businesses in the insurance market. With an ambitious, shared vision for continued profitable growth and the backing of one of the world’s largest insurance groups, we are in a strong position to tackle the challenges and opportunities that lie ahead.

At the heart of our vision is our people. Taking our combined qualities of expert underwriting, excellent financial strength and customer service forward, it is my ambition that wherever our clients come into contact with Tokio Marine Kiln, they will find a ‘Good Company’. To me, a Good Company is one that has empowered experts who work together to do business the right way, make informed decisions, take responsibility for their actions, challenge conventional thinking and achieve excellence, for the benefit of our customers. As one company, I am confident that we have the right building blocks to achieve our goal.

Thank you for your support.

Charles Franks
Who we are and what we do

Tokio Marine Kiln is a leading international provider of specialist and corporate insurance for clients within the Lloyd’s and Company markets. Formed in 2014 through the integration of Kiln and Tokio Marine Europe, Tokio Marine Kiln has been founded on empowered expertise and the strength of its relationships.

As part of one of the world’s largest insurance groups, Tokio Marine, we empower more than 700 employees in 21 cities to protect customers against complex and ever-changing risks.

We have seven underwriting teams focused on Specialist Property, Liability & Motor; Corporate Property & Liability; Construction; Marine & Enterprise Risk; Aviation & Space; Accident, Health & Life; and Reinsurance products, which are complemented by a first class claims team and an expert risk engineering service.

Tokio Marine Kiln benefits from exceptional financial strength with Standards & Poor’s ratings of A+ for its Lloyd’s and Company platforms.

At Tokio Marine Kiln, what we do matters. We help aircraft to fly. We enable ships to deliver cargo. We help to keep energy moving around the globe. We support those in need in the aftermath of some of the world’s most tragic disasters. We are there when the unpredictable happens – and we keep our promises. With clients in more than 130 countries, the insurance we provide keeps the world moving.
“From acts of God to acts of man, we are at the forefront of emerging risk, relentlessly committed to addressing the concerns that keep our customers awake at night.”

Charles Franks, Group CEO
Group at a glance

What we insure
2014 by business line

- Corporate Property & Liability
- Specialist Property, Liability & Motor
- Construction
- Marine & Enterprise Risk
- Accident, Health & Life
- Aviation & Space
- Reinsurance

Where we insure it
2014 by territory

- UK
- Europe
- USA
- Other

10 year growth
Gross written premium in GBP

- 2005: 864m
- 2014: 2bn

700+ empowered employees worldwide

Global reach
21 cities
Part of the **USD29bn**
market capitalised Tokio Marine Group

Customers in more than **130 countries**

**Strong** security rating of **A+**
for the Lloyd’s and Company platforms*

Gross written premium 2014 **GBP 1.5bn**

* Lloyd’s platform rating as at July 2015
  Company platform rating as at September 2015 (Standard and Poor’s).
Tokio Marine Kiln is led by Group Chief Executive Officer Charles Franks. A recognised industry leader with 30 years’ experience in the specialist insurance market, Charles led the successful integration of Kiln into the Tokio Marine Group following its acquisition in 2008; completed Kiln’s largest ever investment in 2011 of a US-based coverholder; and has accelerated the company’s continued international expansion.
Through empowerment, fairness, teamwork, innovation and excellence, we seek to do business the right way for all of those who depend on us, then translate that into successful business performance.

Our values

**Empowerment**
We empower our people to make informed decisions for which they take ownership.

**Fairness**
We do business the right way for our clients, colleagues and business partners, building on our trusted reputation and experience.

**Excellence**
We strive for excellence in all areas of the business to deliver the best service possible inside and outside the company.

**Innovation**
We develop innovative solutions that enhance our products, services and processes so that we add value to customers.

**Teamwork**
We work as a global team, building strong, productive relationships across geographical and divisional boundaries to share ideas and expertise for mutual benefit.
Empowered Expertise

“...trusting my knowledge to make informed decisions on behalf of our clients”

Georgina Smart, Equine Underwriter London
“...using my expertise and judgement to underwrite risks and being accountable for those decisions”

Graham Oddie, Aviation Underwriter, Singapore
“...staying close to the industry, understanding the technology and responding to clients’ needs”

Trevor McAuley, Marine Subsea Underwriter, Scotland
Our products

Reinsurance

Tokio Marine Kiln has been one of the main leaders of short-tail reinsurance for more than 50 years, writing catastrophe, per risk, aggregate excess of loss, pro-rata and retrocessional reinsurance for a wide spectrum of clients throughout the world. We are a lead market on two thirds of the business we write.

Our reinsurance underwriters look to identify and understand the objectives of our clients and build long-term relationships to provide support to our customers. Our underwriters aim to gain a firm understanding of new clients to ensure that the reinsurance we offer fits with the needs of the reinsured and that we maximise the potential benefits. We spend a significant amount of time travelling around the world talking to clients and brokers in order to strengthen relationships and gain a greater understanding of our clients and markets.

We offer our clients a high level of service. The underwriting process is assisted by knowledgeable claims and wordings support, enabling quick turnaround times on quotes and empowered decision-making from underwriters with many years of experience.
Our history

1962
Kiln is founded. Robert Kiln begins underwriting at Lloyd’s for Syndicate 510

1879
Tokio Marine is founded. It is the first Japanese insurance company, specialising in marine cargo insurance

1880

1894
Mr. Kagami (later to become Chairman of Tokio Marine) visits London to learn about the London insurance market

1900
Tokio Marine re-opens their European offices, post war

1950
Placement of Tokio Marine reinsurance treaties resume in the London market, after World War II

1965
Tokio Marine opens an office in France

1966
Tokio Marine opens an office in Germany

1912
Titanic sinks

1914-1918
World War I

1930
The inaugural World Cup

1939-1945
World War II
1973 Kiln establishes its graduate recruitment programme

1974 Tokio Marine opens an office in Belgium

1976 Kiln’s aviation syndicate launched

1981 Tokio Marine opens an office in Italy

1981 Robert Kiln’s book ‘Reinsurance in Practice’ is published

1988 Tokio Marine opens an office in Spain

1988 Tokio Marine opens an office in The Netherlands

1989 Tokio Marine opens an office in The Netherlands

1991 World wide web launched

1991 World wide web launched

1998 Kiln plc floats on the London Stock Exchange

1998 Tokio Marine open an office in The Netherlands

2002 Tokio Marine (UK) is renamed Tokio Marine Europe Insurance Limited

2003 Kiln is the first insurer in the UK to offer life insurance to those diagnosed as HIV positive

2006 Kiln forms a European platform with offices in Paris, Liege and Frankfurt

2006 Tokio Marine merge with Nichido Fire Co. Limited
2007
Kiln enters the Asian market, with offices in Hong Kong and Singapore

2008
Kiln is acquired by Tokio Marine Group and expands UK presence with offices in Manchester, Leeds and Ipswich

2009
Kiln enters the Space market in Paris

2011
Kiln buys a 49% stake in the US-based insurance company, WNC Holdings

2009
Kiln launches an Enterprise Risk division to underwrite innovative products such as Reputational Harm, Cyber and Intellectual Property risks

2008
Tokio Marine Holdings acquires Kiln and Philadelphia Insurance

2012
Tokio Marine acquires Delphi Financial Group
2012
Kiln celebrates its 50th anniversary

Kiln appoints a representative in China to lead a new venture with Lloyd’s Insurance Company (China) in Shanghai

2014
Kiln and Tokio Marine Europe join forces to form a new combined operation, Tokio Marine Kiln

2014
Kiln buys a 49% stake in US-based speciality insurance company, NAS insurance

Tokio Marine Kiln’s head office relocates to 20 Fenchurch Street, the ‘Walkie Talkie’ building
Our products

Specialist Property, Liability & Motor

Tokio Marine Kiln’s Specialist Property, Liability and Motor team offers first-class insurance products for customers, including direct and facultative reinsurance, or through coverholders. Our global property portfolio, as well as other established niche classes such as terrorism and contingency, is increasingly supported by our products in the motor and liability areas, bringing enhanced value to our customers across our broad distribution footprint.

We offer liability insurance for many types of business in the event that their processes, activities or products cause unintended damage or injury to third parties. Our policies are tailored to each individual risk, providing cover against legal liability that can arise following an incident, including the costs of defending claims that are brought against our policyholder.

We operate in the US as an excess and surplus lines insurer offering a wide range of coverages, while our international property team operates as a lead market across many global territories and classes, specialising in delegated authorities, direct and facultative placements, and pro-rata treaties across the Caribbean.

Our underwriters create tailor-made insurance programmes to protect clients’ assets and liabilities.
Corporate Property & Liability

Our experienced underwriters work closely with our risk engineers to ensure that clients receive the best possible service and risk management advice. Our underwriting philosophy is underpinned by strong, longstanding relationships with professional intermediaries, whom we work in partnership with to develop a portfolio of high-quality, well-managed risks.

Our global risks trading division combines state-of-the-art risk modelling techniques with an in-depth knowledge of the large corporate property sector, and has a broad risk appetite for the mid-corporate sector.

A catastrophic event could lead to the permanent closure of a business, lost customers and contracts permanently unfulfilled.

Our professional team of underwriters creates tailor-made insurance programmes to protect clients’ assets and liabilities to ensure continued smooth running of their businesses should an incident occur.

We also provide employers’, public and products liability insurance on a primary and excess layer basis for a wide range of business sectors.
Aviation & Space

Tokio Marine Kiln’s innovative aviation insurance underwriters provide risk transfer insurance and reinsurance solutions that cover a broad spectrum of aviation risks on a primary and excess basis.

Our underwriters operate through our international network of offices to address a client’s complex needs. Each underwriter has a wealth of market experience across all classes and is empowered to make on the spot decisions.

In addition to hull, aviation liability and hull war solutions, the team provides large liability limits to component manufacturers and service operations, and third party liability insurance for airports, air traffic control, refuellers and hangar-keepers. Tokio Marine Kiln is one of the few insurers to offer hull deductible buy-down options for airlines.

Innovation is one of our core strengths and Tokio Marine Kiln is responsible for developing war wordings and geographical exclusion clauses: LSW555 and LSW617G, which have been adopted by many of our peers in the market.

As personal, commercial and municipal demand for telecommunications, navigation and entertainment continues, there is an increasing need for substantial redevelopments to the existing network worldwide. This has driven significant growth in satellite insurance in recent years.

We can provide property and liability insurance coverage at all stages of satellite deployment:

- Transport, storage and pre-launch
- Property insurance covering launch, commissioning, in-orbit life and de-orbiting
- Launch, in-orbit and de-orbiting third-party liability
Our Enterprise Risk team is focused on developing innovative solutions to address emerging threats. Our Enterprise Risk division, which was established in 2009, is focused on developing innovative solutions to address emerging threats. Our expert team has grown to provide specialist solutions in the following areas:

- Cyber
- Reputational harm
- Product recall
- Intellectual property

Tokio Marine Kiln’s marine insurance underwriters write a diverse range of products and have the capability to lead in all classes. As a leader in developing insurance solutions for the modern business environment, we provide bespoke products that are tailored to suit clients’ specific requirements, rather than obliging them to accept the parameters of a commoditised product.

Cargo insurance is offered for most goods and commodities. The hull insurance account focuses on brown-water vessels, older vessels and specialist tonnage. We also provide tailored products to the transport and logistics sectors for freight forwarders, ports and marine terminal operators. In the offshore energy insurance sector, our team offers physical damage and ancillary cover for operational, construction and installation risks.

Our trade and political underwriters adopt an innovative approach to contract frustration and credit risks including designing policies to cover loss of profits, liquidated damages, contractual penalties and debt repayments resulting from supply-chain disruptions.
Our products

Construction

With economic recovery in the US and Western Europe gathering momentum and investment in infrastructure in the emerging economies of the world planned for decades to come, Tokio Marine Kiln is developing a leading underwriting capability to meet the demands of the construction sector. We have assembled an underwriting team with the requisite expertise in core technical disciplines to address virtually any project. We cover the power and utility sector; chemical and process engineering projects; and all major civil works.

Tokio Marine Kiln is one of a select group of insurers in the market that is able to offer quotations and can lead large construction policies with sufficient capacity to address most of our brokers’ and clients’ requirements through both Company and Lloyd’s platforms. We specialise in construction and erection all risks coverage for the duration of, at times, long project periods. We have the knowledge to tackle new and innovative technology and the skills and resource to evaluate all risk exposures, including natural catastrophe.

We work well with all the major brokers and enjoy strong relationships with the specialist producers and service providers in this sector. We have a global reach and can offer solutions in a wide range of territories from our base in London, with underwriters in the UK, Asia and plans to extend our on the ground capability in Continental Europe.
Accident, Health & Life

Tokio Marine Kiln enjoys a long-established position as a specialist insurer of accidental death, disability, sickness and term life covers for groups and individuals.

Bespoke policies are written for a number of high-risk categories, including professional athletes, entertainers, ships’ crews, and pilots. Our underwriters offer war and terrorism cover for security and logistical support personnel and those working on humanitarian projects. Tokio Marine Kiln has several partners in both the travel insurance and credit card industries, and can provide a broad range of evacuation and repatriation options. We have also developed a growing book of medical expenses insurance and equine and bloodstock risks.

The life insurance team are market-leading specialists in developing life assurance solutions for difficult-to-place risks. Our life portfolio consists of individuals and groups, unusual risks, lives working overseas, expatriates, hazardous occupations and pastimes, and lives with medical problems.
Our services

Risk Engineering

Our expert team is committed to developing customised strategies that address individual exposures to potential for loss and provide cost-effective, practical solutions based on international standards and loss lessons.

To help reduce or remove potential risks our risk engineering team provides a range of services which are combined to create tailor-made loss prevention programmes for individual clients. These services include:

- Risk engineering surveys and associated reports with on-going support in relation to recommendations
- Guidance with respect to the loss prevention aspects of major expansion projects
- Training seminars
- Customer checklists, permits and information leaflets
- Guidance in relation to managing the process of isolating fire protection systems for maintenance etc. and ensuring that these systems are reinstated once work has finished.

Our risk engineers have compiled a series of Information Sheets for you to download which will help you with the development of a risk management strategy for your facility. Visit www.tokiomarinekiln.com/our-business
Claims

Our overriding commitment to our customers is to deliver a highly responsive and bespoke claims service. We strive to find solutions, not obstacles. Our experienced and professional team is committed to dealing with each claim fairly and promptly with both integrity and clarity.

Claims handlers at Tokio Marine Kiln are empowered locally, enabling them to make quick, informed decisions without the need to refer to a committee. Those decisions are made in alignment with our selected experts and brokers in order to progress claims in a prompt and efficient manner.

We pride ourselves on treating all of our business partners, clients and customers fairly. It is at the heart of what we do. And we are open with our customers, keeping them informed of the progress of their claim throughout its lifecycle.

We travel around the world talking to clients and brokers in order to strengthen relationships and gain a greater understanding of our clients and markets.
Corporate responsibility

Good Company

Tokio Marine Kiln is part of the global Tokio Marine Group, whose aspiration is to be a global ‘Good Company’. As a Good Company, we are filled with people and organisations that think and act positively and autonomously for the benefit of customers and the local communities in which we operate. We build trust with customers through our business activities and transform this into increased value for all stakeholders.

The critical driver of our Good Company aspiration is our people. As part of the Tokio Marine Group, we seek to promote global diversity and to drive the support of all 33,000 employees across the world to enhance our competitiveness.

We aim to be a global insurance group which is selected by customers for quality and grows sustainably.

Tsuyoshi Nagano, President of Tokio Marine Holdings
Doing business the right way is an integral part of our strategy at Tokio Marine Kiln. We aim to be a Good Company and to make a positive contribution to the communities in which we live and work by providing clear leadership and acting responsibly in our marketplace, workplace, community and environment.
Corporate responsibility

In our Marketplace

From helping businesses to recover following major disasters to enabling humanitarian aid workers to carry out their vital work in challenging environments, our people are empowered to address the problems that keep our customers awake at night.

We take our responsibilities as a global insurer very seriously and focus on providing the highest quality products and services to meet our customers’ expectations when they need us most. We operate our business responsibly, complying with all local laws and regulations that govern our industry wherever we operate, whilst seeking to be fair, honest and transparent in our dealings with all of our stakeholders.

In our Environment

We are committed to fostering a culture of environmental responsibility by making sensible buying decisions, cutting down on what we consume and making the most of recycling opportunities. We are also proactive in reducing the environmental impact of using electricity, gas and vehicle fuel.

We are an active member of ClimateWise, the insurance industry initiative through which members aim to work together to respond to the myriad risks and opportunities of climate change.

In our Workplace

Being a great place to work is an important strategic imperative for Tokio Marine Kiln. As an award-winning employer, we aim to foster an intellectually stimulating environment that challenges, empowers and motivates high quality people to deliver value for all of those who depend on us. In addition to our employee engagement initiatives and maintaining a strong culture of respect, we are members of a market-wide initiative to drive diversity and inclusion in the Lloyd’s insurance market: Inclusion@Lloyd’s.

In our Community

We are passionate about contributing to the communities in which we work through local community engagement, charitable giving, and educational initiatives. As well as supporting our employees’ fundraising and voluntary activities, our Charity Committee donates funds to a range of good causes each year. We have built strong partnerships with organisations that make a real difference to people’s lives all over the world, including EveryChild, The Brokerage, Street Child, and MacMillan Cancer Support to name just a few.
Sierra Leone Marathon

Twenty of our employees travelled to Makeni, Sierra Leone to run, walk and jog their way through the country's first ever marathon on behalf of the charity Street Child in 2012, raising more than £200,000 for impoverished children. Our support for the charity still continues, with six employees completing the marathon in 2013 and 2014.
Founded in 1879, Tokio Marine & Nichido Fire Insurance Co. Limited is recognised as Japan’s oldest non-life insurer.

Today, the Tokio Marine Group engages in a wide range of non-Life insurance, Life insurance and financial and general businesses in 38 countries across Europe, the Americas, the Middle East, Asia and Oceania, boasts a market capitalisation of more than USD29bn, and employs around 33,000 staff.

The Tokio Marine Group is committed to the continuous enhancement of corporate value, with customer trust at the heart of all its activities. As part of a major international group, our strategy is directly supported and benefits from Tokio Marine Group’s global positioning, strong balance sheet and associated financial strength.

* Lloyd’s platform rating as at July 2015
Company platform rating as at September 2015.
Tokio Marine Kiln is a trading name of Tokio Marine Kiln Insurance Limited (Registered Number 989421) and Tokio Marine Kiln Syndicates Limited (Registered Number 729671) which are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Numbers: 202574 and 204909 respectively. The registered office of both companies is located at 20 Fenchurch Street, London EC3M 3BY. A member of the Association of British Insurers.